

POSITION GUIDE
NONAPPROPRIATED FUNDS

JOB NUMBER
FLSA: NON-EXEMPT

TITLE: Front Office Manager

PAY PLAN/SERIES/LEVEL - NF-1173-3

MAJOR DUTY DESCRIPTION:

Manages the front desk operations of a lodging property having 200 to 599 rooms. Directs the operation of the activity to include reservations and check in, cashiering, group management, check out, night audit functions, and oversight over reservations and where applicable, continental breakfast operations. Maintains the property management system systems administration and security audits, and front desk contingency operations. Ensures compliance with policies and procedures. Provides guidance and assistance in resolving problems/conflicts arising from guest complaints. Analyzes new or changing administrative requirements that impact on function. Reviews and analyzes report data for performance, occupancy, and obtainment of objectives. Forecast projections and trends. Exercises budget and fiscal responsibilities.

Supervises assigned staff.

QUALIFICATION REQUIREMENTS

Two years of related work experience. This type of experience may be gained performing duties in the functional field of hotel management such as night audit or desk clerk. Ability to use a computer for word processing or data entry.

A two-year hospitality related associates degree or possession of a CHA (Certified Hotel Administrative) and one year of related work experience may be substituted.

A National Agency Check is required.

CONDITIONS OF EMPLOYMENT:

A National Agency Check is required.